

CBP Complaints Topics by Location and Field Office 01/01/2013-12/31/2014

FOIA- CBP-OPA-2015-012379

Topics	Location	Total Complaints
Dist Field Office: Atlanta		
Compliments	Atlanta	7
Congressional	Atlanta	1
Damaged/Lost Goods	Atlanta	1
Denied Entry/Enrollment/Revoked	Atlanta	9
Employee Conduct	Atlanta	22
Fines/Detentions/Penalties/Seizures/duty	Atlanta	3
Frequent Searches/One Time Delay	Atlanta	12
Internal Affairs	Atlanta	1
Non Responsive To Letter/Email/Request	Atlanta	2
Poor staffing/long lines	Atlanta	1
Procedure/Policy	Atlanta	9
Report Something / Tips	Atlanta	3
Search Authority	Atlanta	2
Fines/Detentions/Penalties/Seizures/duty	Charleston	1
Internal Affairs	Charleston	1
Compliments	Charlotte	3
Denied Entry/Enrollment/Revoked	Charlotte	1
Discrimination	Charlotte	1
Employee Conduct	Charlotte	4
Frequent Searches/One Time Delay	Charlotte	1
Internal Affairs	Charlotte	1
Non Responsive To Letter/Email/Request	Charlotte	1
Procedure/Policy	Charlotte	1
Report Something / Tips	Charlotte	1
Search Authority	Charlotte	1
Procedure/Policy	Georgia	1
Report Something / Tips	Georgia	3
Employee Conduct	Norfolk	1
Fines/Detentions/Penalties/Seizures/duty	Savannah	1
Non Responsive To Letter/Email/Request	Savannah	1
Compliments	Virginia	1
Report Something / Tips	Virginia	4
Compliments	Washington-Dulles Airport	1
Damaged/Lost Goods	Washington-Dulles Airport	1
Employee Conduct	Washington-Dulles Airport	4
Frequent Searches/One Time Delay	Washington-Dulles Airport	1
Internal Affairs	Washington-Dulles Airport	1
Poor staffing/long lines	Washington-Dulles Airport	2
Procedure/Policy	Washington-Dulles Airport	1
Search Authority	Washington-Dulles Airport	1
Compliments	West Virginia	1
Report Something / Tips	West Virginia	1
Total		116

Dist Field Office: Baltimore

Employee Conduct	Baltimore	1
Fines/Detentions/Penalties/Seizures/duty	Baltimore	4
Frequent Searches/One Time Delay	Baltimore	1
Procedure/Policy	Baltimore	1
Search Authority	Baltimore	1
Compliments	Delaware	1
Employee Conduct	Detroit Metro Airport	1
Compliments	Maryland	2
Frequent Searches/One Time Delay	Multiple Ports	2
Procedure/Policy	Pennsylvania	1
Report Something / Tips	Pennsylvania	3
Compliments	Philadelphia	3
Denied Entry/Enrollment/Revoked	Philadelphia	5
Employee Conduct	Philadelphia	11
Fines/Detentions/Penalties/Seizures/duty	Philadelphia	3
Frequent Searches/One Time Delay	Philadelphia	3
Non Responsive To Letter/Email/Request	Philadelphia	2
Poor staffing/long lines	Philadelphia	1
Procedure/Policy	Philadelphia	4
Report Something / Tips	Philadelphia	1
Procedure/Policy	Pittsburgh	1
Denied Entry/Enrollment/Revoked	Washington, DC (District of Columbia)	1
Frequent Searches/One Time Delay	Washington, DC (District of Columbia)	1
Procedure/Policy	Washington, DC (District of Columbia)	1
Automated Programs not working	Washington-Dulles Airport	1
Compliments	Washington-Dulles Airport	27
Congressional	Washington-Dulles Airport	1
Damaged/Lost Goods	Washington-Dulles Airport	2
Denied Entry/Enrollment/Revoked	Washington-Dulles Airport	17
Employee Conduct	Washington-Dulles Airport	108
Fines/Detentions/Penalties/Seizures/duty	Washington-Dulles Airport	7
Frequent Searches/One Time Delay	Washington-Dulles Airport	33
Non Responsive To Letter/Email/Request	Washington-Dulles Airport	7
Poor staffing/long lines	Washington-Dulles Airport	29
Procedure/Policy	Washington-Dulles Airport	25
Report Something / Tips	Washington-Dulles Airport	6
Search Authority	Washington-Dulles Airport	16
Total		334

Dist Field Office: Boston

Damaged/Lost Goods	Albarg	1
Employee Conduct	Albarg Springs	1
Compliments	Bangor	1
Employee Conduct	Bangor	2
Procedure/Policy	Beebe Plain	1
Compliments	Boston - Logan Airport	5
Damaged/Lost Goods	Boston - Logan Airport	1
Denied Entry/Enrollment/Revoked	Boston - Logan Airport	7
Employee Conduct	Boston - Logan Airport	14
Fines/Detentions/Penalties/Seizures/duty	Boston - Logan Airport	5
Frequent Searches/One Time Delay	Boston - Logan Airport	7
Non Responsive To Letter/Email/Request	Boston - Logan Airport	1

Poor staffing/long lines	Boston - Logan Airport	5
Procedure/Policy	Boston - Logan Airport	9
Search Authority	Boston - Logan Airport	2
Congressional	Bridgewater	1
Denied Entry/Enrollment/Revoked	Calais	3
Employee Conduct	Calais	4
Frequent Searches/One Time Delay	Calais	1
Report Something / Tips	Connecticut	2
Employee Conduct	Derby Line	1
Facility Condition	Derby Line	1
Fines/Detentions/Penalties/Seizures/duty	Derby Line	1
Frequent Searches/One Time Delay	Derby Line	1
Search Authority	Derby Line	1
Damaged/Lost Goods	Derby Line I-91	1
Fines/Detentions/Penalties/Seizures/duty	Derby Line I-91	1
Frequent Searches/One Time Delay	Eastport	1
	Hartford	1
	Highgate Springs	1
Procedure/Policy	Highgate Springs	2
Denied Entry/Enrollment/Revoked	Highgate Springs	2
Employee Conduct	Highgate Springs	1
Poor staffing/long lines	Highgate Springs	1
Denied Entry/Enrollment/Revoked	Houlton	1
Employee Conduct	Houlton	2
Fines/Detentions/Penalties/Seizures/duty	Houlton	1
Frequent Searches/One Time Delay	Houlton	1
Compliments	Jackman	1
Employee Conduct	Jackman	1
Search Authority	Jackman	1
Employee Conduct	Maine	1
Procedure/Policy	Maine	1
Search Authority	Maine	1
Fines/Detentions/Penalties/Seizures/duty	Massachusetts	1
Poor staffing/long lines	Massachusetts	1
Report Something / Tips	Massachusetts	5
	New Hampshire	1
Denied Entry/Enrollment/Revoked	Norton	1
Frequent Searches/One Time Delay	St. Albans	1
Procedure/Policy	St. Albans	1
Denied Entry/Enrollment/Revoked	Vermont	1
Employee Conduct	Vermont	4
Facility Condition	Vermont	1
Internal Affairs	Vermont	1
Non Responsive To Letter/Email/Request	Vermont	1
Frequent Searches/One Time Delay	West Berkshire	1
Total		120

Dist Field Office: Buffalo

Compliments	Albany	15
Denied Entry/Enrollment/Revoked	Albany	1
Employee Conduct	Albany	1
Procedure/Policy	Albany	1

Report Something / Tips	Albany	1
Search Authority	Albany	1
Compliments	Alexandria Bay	5
Denied Entry/Enrollment/Revoked	Alexandria Bay	6
Employee Conduct	Alexandria Bay	5
Fines/Detentions/Penalties/Seizures/duty	Alexandria Bay	1
Frequent Searches/One Time Delay	Alexandria Bay	2
Internal Affairs	Alexandria Bay	1
Non Responsive To Letter/Email/Request	Alexandria Bay	2
Poor staffing/long lines	Alexandria Bay	1
Report Something / Tips	Alexandria Bay	1
Employee Conduct	Binghamton	1
Procedure/Policy	Binghamton	1
Compliments	Buffalo	15
Congressional	Buffalo	1
Damaged/Lost Goods	Buffalo	1
Denied Entry/Enrollment/Revoked	Buffalo	9
Discrimination	Buffalo	1
Employee Conduct	Buffalo	15
Facility Condition	Buffalo	1
Frequent Searches/One Time Delay	Buffalo	6
Non Responsive To Letter/Email/Request	Buffalo	1
Poor staffing/long lines	Buffalo	2
Procedure/Policy	Buffalo	8
Report Something / Tips	Buffalo	5
Search Authority	Buffalo	8
Compliments	Champlain	11
Denied Entry/Enrollment/Revoked	Champlain	6
Employee Conduct	Champlain	17
Fines/Detentions/Penalties/Seizures/duty	Champlain	1
Frequent Searches/One Time Delay	Champlain	7
Internal Affairs	Champlain	1
Poor staffing/long lines	Champlain	4
Procedure/Policy	Champlain	3
Report Something / Tips	Champlain	1
Search Authority	Champlain	1
Frequent Searches/One Time Delay	Heart Island	1
Compliments	Lewiston Bridge	2
Denied Entry/Enrollment/Revoked	Lewiston Bridge	12
Employee Conduct	Lewiston Bridge	7
Frequent Searches/One Time Delay	Lewiston Bridge	3
Procedure/Policy	Lewiston Bridge	3
Report Something / Tips	Lewiston Bridge	2
Search Authority	Lewiston Bridge	2
Compliments	Massena	1
Denied Entry/Enrollment/Revoked	Massena	4
Discrimination	Massena	1
Employee Conduct	Massena	6
Frequent Searches/One Time Delay	Massena	2
Procedure/Policy	Massena	5
Report Something / Tips	Massena	1
Search Authority	Massena	1

Denied Entry/Enrollment/Revoked	New York	3
Employee Conduct	New York	4
Fines/Detentions/Penalties/Seizures/duty	New York	1
Frequent Searches/One Time Delay	New York	1
Non Responsive To Letter/Email/Request	New York	1
Procedure/Policy	New York	1
Report Something / Tips	New York	1
Compliments	Ogdensburg	5
Denied Entry/Enrollment/Revoked	Ogdensburg	4
Employee Conduct	Ogdensburg	5
Procedure/Policy	Ogdensburg	1
Search Authority	Ogdensburg	2
Denied Entry/Enrollment/Revoked	Overton Corners	1
Frequent Searches/One Time Delay	Overton Corners	2
Congressional	Peace Bridge	1
Denied Entry/Enrollment/Revoked	Peace Bridge	24
Employee Conduct	Peace Bridge	18
Frequent Searches/One Time Delay	Peace Bridge	6
Procedure/Policy	Peace Bridge	3
Report Something / Tips	Peace Bridge	1
Search Authority	Peace Bridge	1
Compliments	Rainbow Bridge	2
Damaged/Lost Goods	Rainbow Bridge	1
Denied Entry/Enrollment/Revoked	Rainbow Bridge	7
Employee Conduct	Rainbow Bridge	8
Frequent Searches/One Time Delay	Rainbow Bridge	4
Search Authority	Rainbow Bridge	2
Employee Conduct	Rochester	2
Search Authority	Rochester	1
Compliments	Rouses Point	1
Employee Conduct	Rouses Point	3
Frequent Searches/One Time Delay	Rouses Point	2
Search Authority	Rouses Point	1
Total		344

Dist Field Office: Chicago

Compliments	Chicago	5
Damaged/Lost Goods	Chicago	1
Denied Entry/Enrollment/Revoked	Chicago	6
Employee Conduct	Chicago	24
Facility Condition	Chicago	1
Fines/Detentions/Penalties/Seizures/duty	Chicago	10
Frequent Searches/One Time Delay	Chicago	13
Non Responsive To Letter/Email/Request	Chicago	4
Poor staffing/long lines	Chicago	5
Procedure/Policy	Chicago	13
Report Something / Tips	Chicago	4
Search Authority	Chicago	3
Damaged/Lost Goods	Cincinnati, OH - Lawrenceburg, IN	1
Denied Entry/Enrollment/Revoked	Cincinnati, OH - Lawrenceburg, IN	1
Employee Conduct	Cincinnati, OH - Lawrenceburg, IN	1
	Cleveland	1

Fines/Detentions/Penalties/Seizures/duty	Cleveland	1
Internal Affairs	Cleveland	1
Frequent Searches/One Time Delay	Columbus	1
Procedure/Policy	Columbus	1
Poor staffing/long lines	Illinois	1
Procedure/Policy	Illinois	1
Employee Conduct	Indianapolis	2
Fines/Detentions/Penalties/Seizures/duty	Indianapolis	1
	Kentucky	1
Procedure/Policy	Louisville	1
Fines/Detentions/Penalties/Seizures/duty	Milwaukee	1
Compliments	Minneapolis - St Paul	1
Denied Entry/Enrollment/Revoked	Minneapolis - St Paul	2
Discrimination	Minneapolis - St Paul	2
Employee Conduct	Minneapolis - St Paul	9
Fines/Detentions/Penalties/Seizures/duty	Minneapolis - St Paul	4
Frequent Searches/One Time Delay	Minneapolis - St Paul	3
Poor staffing/long lines	Minneapolis - St Paul	3
Procedure/Policy	Minneapolis - St Paul	2
Report Something / Tips	Minneapolis - St Paul	1
Search Authority	Minneapolis - St Paul	2
Employee Conduct	Rockford	1
Denied Entry/Enrollment/Revoked	St. Louis	1
Frequent Searches/One Time Delay	St. Louis	1
Total		137

Dist Field Office: Detroit

Frequent Searches/One Time Delay	Algonac	1
Procedure/Policy	Algonac	1
Compliments	Ambassador Bridge	1
Damaged/Lost Goods	Ambassador Bridge	3
Denied Entry/Enrollment/Revoked	Ambassador Bridge	7
Discrimination	Ambassador Bridge	2
Employee Conduct	Ambassador Bridge	13
Fines/Detentions/Penalties/Seizures/duty	Ambassador Bridge	1
Frequent Searches/One Time Delay	Ambassador Bridge	6
Internal Affairs	Ambassador Bridge	1
Non Responsive To Letter/Email/Request	Ambassador Bridge	1
Poor staffing/long lines	Ambassador Bridge	1
Procedure/Policy	Ambassador Bridge	2
Search Authority	Ambassador Bridge	4
Compliments	Detroit	2
Denied Entry/Enrollment/Revoked	Detroit	3
Employee Conduct	Detroit	1
Frequent Searches/One Time Delay	Detroit	3
Procedure/Policy	Detroit	1
Report Something / Tips	Detroit	2
Search Authority	Detroit	1
Compliments	Detroit Metro Airport	6
Damaged/Lost Goods	Detroit Metro Airport	1
Denied Entry/Enrollment/Revoked	Detroit Metro Airport	13
Employee Conduct	Detroit Metro Airport	12

Fines/Detentions/Penalties/Seizures/duty	Detroit Metro Airport	2
Frequent Searches/One Time Delay	Detroit Metro Airport	5
Internal Affairs	Detroit Metro Airport	1
Procedure/Policy	Detroit Metro Airport	7
Report Something / Tips	Detroit Metro Airport	1
Search Authority	Detroit Metro Airport	5
Denied Entry/Enrollment/Revoked	Marine City	2
Compliments	Michigan	1
Employee Conduct	Michigan	1
Fines/Detentions/Penalties/Seizures/duty	Michigan	1
Non Responsive To Letter/Email/Request	Michigan	1
Procedure/Policy	Michigan	1
Report Something / Tips	Michigan	1
Employee Conduct	Multiple Ports	1
Frequent Searches/One Time Delay	Peace Bridge	1
Denied Entry/Enrollment/Revoked	Port Huron	2
	Port Huron	5
Employee Conduct	Port Huron	6
	Port Huron	4
Fines/Detentions/Penalties/Seizures/duty	Port Huron	1
Frequent Searches/One Time Delay	Port Huron	2
	Port Huron	2
Procedure/Policy	Port Huron	1
	Port Huron	2
Report Something / Tips	Port Huron	1
Employee Conduct	Saginaw / Bay City / Flint	1
Procedure/Policy	Saginaw / Bay City / Flint	1
Denied Entry/Enrollment/Revoked	Sault Sainte Marie	1
Employee Conduct	Sault Sainte Marie	1
Frequent Searches/One Time Delay	Sault Sainte Marie	1
Compliments	Windsor Tunnel	2
Congressional	Windsor Tunnel	2
Damaged/Lost Goods	Windsor Tunnel	3
Denied Entry/Enrollment/Revoked	Windsor Tunnel	10
Employee Conduct	Windsor Tunnel	14
Frequent Searches/One Time Delay	Windsor Tunnel	5
Non Responsive To Letter/Email/Request	Windsor Tunnel	2
Procedure/Policy	Windsor Tunnel	2
Search Authority	Windsor Tunnel	2
Total		193

Dist Field Office: El Paso

Procedure/Policy	Albuquerque	1
Search Authority	Albuquerque	1
Compliments	Bridge of the Americas	2
Damaged/Lost Goods	Bridge of the Americas	1
Denied Entry/Enrollment/Revoked	Bridge of the Americas	1
Employee Conduct	Bridge of the Americas	8
Fines/Detentions/Penalties/Seizures/duty	Bridge of the Americas	2
Frequent Searches/One Time Delay	Bridge of the Americas	10
Internal Affairs	Bridge of the Americas	1
Poor staffing/long lines	Bridge of the Americas	1

Search Authority	Bridge of the Americas	1
Fines/Detentions/Penalties/Seizures/duty	Columbus	1
Compliments	El Paso	1
Denied Entry/Enrollment/Revoked	El Paso	1
Employee Conduct	El Paso	8
Frequent Searches/One Time Delay	El Paso	5
Procedure/Policy	El Paso	2
Report Something / Tips	El Paso	2
Employee Conduct	Fabens	7
Poor staffing/long lines	Fabens	2
Employee Conduct	New Mexico	2
Report Something / Tips	New Mexico	2
Denied Entry/Enrollment/Revoked	Paso Del Norte Bridge	1
Employee Conduct	Paso Del Norte Bridge	7
Frequent Searches/One Time Delay	Paso Del Norte Bridge	4
Procedure/Policy	Paso Del Norte Bridge	4
Report Something / Tips	Paso Del Norte Bridge	1
Search Authority	Paso Del Norte Bridge	1
Damaged/Lost Goods	Presidio	1
Denied Entry/Enrollment/Revoked	Presidio	1
Discrimination	Presidio	1
Employee Conduct	Presidio	7
Facility Condition	Presidio	1
Fines/Detentions/Penalties/Seizures/duty	Presidio	1
Frequent Searches/One Time Delay	Presidio	2
Poor staffing/long lines	Presidio	2
Procedure/Policy	Presidio	1
Fines/Detentions/Penalties/Seizures/duty	Santa Teresa	1
Frequent Searches/One Time Delay	Santa Teresa	4
Search Authority	Santa Teresa	2
Compliments	Ysleta	1
Damaged/Lost Goods	Ysleta	2
Employee Conduct	Ysleta	7
Frequent Searches/One Time Delay	Ysleta	5
Procedure/Policy	Ysleta	1
Search Authority	Ysleta	1
Total		121

Dist Field Office: Houston

Frequent Searches/One Time Delay	Addison Airport	1
Search Authority	Alliance Airport	1
Compliments	Austin	4
Employee Conduct	Austin	1
Fines/Detentions/Penalties/Seizures/duty	Austin	1
Poor staffing/long lines	Austin	1
Report Something / Tips	B&M Bridge	1
Damaged/Lost Goods	Corpus Christi	1
Report Something / Tips	Corpus Christi	2
Automated Programs not working	Dallas / Ft. Worth	1
Compliments	Dallas / Ft. Worth	59
Congressional	Dallas / Ft. Worth	3
Damaged/Lost Goods	Dallas / Ft. Worth	1

Denied Entry/Enrollment/Revoked	Dallas / Ft. Worth	2
Discrimination	Dallas / Ft. Worth	1
Employee Conduct	Dallas / Ft. Worth	47
Fines/Detentions/Penalties/Seizures/duty	Dallas / Ft. Worth	11
Frequent Searches/One Time Delay	Dallas / Ft. Worth	29
Internal Affairs	Dallas / Ft. Worth	1
Non Responsive To Letter/Email/Request	Dallas / Ft. Worth	5
Poor staffing/long lines	Dallas / Ft. Worth	57
Procedure/Policy	Dallas / Ft. Worth	18
Report Something / Tips	Dallas / Ft. Worth	8
Search Authority	Dallas / Ft. Worth	5
Automated Programs not working	Detroit Metro Airport	1
Compliments	Houlton	1
Automated Programs not working	Houston	1
Compliments	Houston	40
Congressional	Houston	1
Damaged/Lost Goods	Houston	3
Denied Entry/Enrollment/Revoked	Houston	32
Discrimination	Houston	3
Employee Conduct	Houston	134
Facility Condition	Houston	4
Fines/Detentions/Penalties/Seizures/duty	Houston	13
Frequent Searches/One Time Delay	Houston	64
Internal Affairs	Houston	2
Non Responsive To Letter/Email/Request	Houston	7
Poor staffing/long lines	Houston	74
Procedure/Policy	Houston	57
Report Something / Tips	Houston	11
Search Authority	Houston	14
Frequent Searches/One Time Delay	Multiple Ports	3
Report Something / Tips	Oklahoma	2
Employee Conduct	Oklahoma City	1
Compliments	San Antonio	4
Frequent Searches/One Time Delay	San Antonio	5
Internal Affairs	San Antonio	1
Procedure/Policy	San Antonio	2
Report Something / Tips	San Antonio	1
	Texas	1
Total		743

Dist Field Office: Laredo

Employee Conduct	B&M Bridge	3
	Bridge 1- Convent St.	3
Frequent Searches/One Time Delay	Bridge 1- Convent St.	3
Procedure/Policy	Bridge 1- Convent St.	2
Damaged/Lost Goods	Bridge II Lincoln Juarez	1
Denied Entry/Enrollment/Revoked	Bridge II Lincoln Juarez	1
Employee Conduct	Bridge II Lincoln Juarez	4
Frequent Searches/One Time Delay	Bridge II Lincoln Juarez	7
Internal Affairs	Bridge II Lincoln Juarez	1
Poor staffing/long lines	Bridge II Lincoln Juarez	2
Report Something / Tips	Bridge II Lincoln Juarez	1

Search Authority	Bridge II Lincoln Juarez	2
Damaged/Lost Goods	Bridge III Colombia	1
Employee Conduct	Bridge IV World Trade Bridge	1
Frequent Searches/One Time Delay	Bridge IV World Trade Bridge	1
Compliments	Brownsville	1
Denied Entry/Enrollment/Revoked	Brownsville	1
Employee Conduct	Brownsville	3
Frequent Searches/One Time Delay	Brownsville	1
Poor staffing/long lines	Brownsville	2
Procedure/Policy	Brownsville	3
Report Something / Tips	Brownsville	5
Compliments	Del Rio / amistad Dam	3
Employee Conduct	Del Rio / amistad Dam	2
Fines/Detentions/Penalties/Seizures/duty	Del Rio / amistad Dam	1
Frequent Searches/One Time Delay	Del Rio / amistad Dam	5
Internal Affairs	Del Rio / amistad Dam	1
Poor staffing/long lines	Del Rio / amistad Dam	1
Procedure/Policy	Del Rio / amistad Dam	2
Report Something / Tips	Del Rio / amistad Dam	1
Search Authority	Del Rio / amistad Dam	1
Poor staffing/long lines	Donna-Rio Bravo	1
Compliments	Eagle Pass	1
Denied Entry/Enrollment/Revoked	Eagle Pass	2
Employee Conduct	Eagle Pass	25
Frequent Searches/One Time Delay	Eagle Pass	4
Poor staffing/long lines	Eagle Pass	4
Procedure/Policy	Eagle Pass	4
Report Something / Tips	Eagle Pass	2
Search Authority	Eagle Pass	2
Damaged/Lost Goods	El Paso	1
Frequent Searches/One Time Delay	El Paso	1
Poor staffing/long lines	El Paso	1
Report Something / Tips	El Paso	1
Compliments	Gateway International Bridge	1
Employee Conduct	Gateway International Bridge	2
Search Authority	Gateway International Bridge	1
Damaged/Lost Goods	Hidalgo	1
Employee Conduct	Hidalgo	5
Fines/Detentions/Penalties/Seizures/duty	Hidalgo	1
Frequent Searches/One Time Delay	Hidalgo	3
Compliments	Hidalgo / Pharr	2
Denied Entry/Enrollment/Revoked	Hidalgo / Pharr	1
Employee Conduct	Hidalgo / Pharr	3
Facility Condition	Hidalgo / Pharr	3
Frequent Searches/One Time Delay	Hidalgo / Pharr	1
Procedure/Policy	Hidalgo / Pharr	1
Compliments	Laredo	2
Damaged/Lost Goods	Laredo	2
Denied Entry/Enrollment/Revoked	Laredo	2
Employee Conduct	Laredo	13
Facility Condition	Laredo	1
Frequent Searches/One Time Delay	Laredo	8

Internal Affairs	Laredo	1
Poor staffing/long lines	Laredo	4
Procedure/Policy	Laredo	2
Report Something / Tips	Laredo	8
Search Authority	Laredo	3
Denied Entry/Enrollment/Revoked	LosTomates (Veterans Int'l Bridge)	3
Employee Conduct	LosTomates (Veterans Int'l Bridge)	2
Frequent Searches/One Time Delay	LosTomates (Veterans Int'l Bridge)	1
Poor staffing/long lines	LosTomates (Veterans Int'l Bridge)	1
Denied Entry/Enrollment/Revoked	McAllen Anzalduas	1
Employee Conduct	McAllen Anzalduas	1
Frequent Searches/One Time Delay	McAllen Anzalduas	1
Report Something / Tips	McAllen Anzalduas	1
Search Authority	McAllen Anzalduas	1
Frequent Searches/One Time Delay	Multiple Ports	1
Compliments	Nogales	1
Damaged/Lost Goods	Pharr	1
Frequent Searches/One Time Delay	Pharr	1
Employee Conduct	Progreso	3
Frequent Searches/One Time Delay	Progreso	2
Procedure/Policy	Progreso	2
Search Authority	Progreso	1
Damaged/Lost Goods	Rio Grande City / Los Ebanos	2
Employee Conduct	Rio Grande City / Los Ebanos	2
Frequent Searches/One Time Delay	Rio Grande City / Los Ebanos	2
Search Authority	Rio Grande City / Los Ebanos	1
Denied Entry/Enrollment/Revoked	Roma / Falcon Dam	1
Employee Conduct	Roma / Falcon Dam	4
Frequent Searches/One Time Delay	Roma / Falcon Dam	2
Search Authority	Roma / Falcon Dam	1
Total		225

Dist Field Office: Los Angeles

Compliments	Las Vegas	7
Denied Entry/Enrollment/Revoked	Las Vegas	2
Employee Conduct	Las Vegas	7
Fines/Detentions/Penalties/Seizures/duty	Las Vegas	1
Poor staffing/long lines	Las Vegas	6
Procedure/Policy	Las Vegas	3
Report Something / Tips	Las Vegas	2
Search Authority	Las Vegas	2
Compliments	Los Angeles Intl Airport	65
Congressional	Los Angeles Intl Airport	1
Damaged/Lost Goods	Los Angeles Intl Airport	14
Denied Entry/Enrollment/Revoked	Los Angeles Intl Airport	19
Discrimination	Los Angeles Intl Airport	7
Employee Conduct	Los Angeles Intl Airport	248
Facility Condition	Los Angeles Intl Airport	1
Fines/Detentions/Penalties/Seizures/duty	Los Angeles Intl Airport	21
Frequent Searches/One Time Delay	Los Angeles Intl Airport	94
Internal Affairs	Los Angeles Intl Airport	2
Non Responsive To Letter/Email/Request	Los Angeles Intl Airport	11

Poor staffing/long lines	Los Angeles Intl Airport	35
Procedure/Policy	Los Angeles Intl Airport	50
Report Something / Tips	Los Angeles Intl Airport	29
Search Authority	Los Angeles Intl Airport	24
Compliments	Los Angeles/Long Beach Seaport	3
Damaged/Lost Goods	Los Angeles/Long Beach Seaport	7
Denied Entry/Enrollment/Revoked	Los Angeles/Long Beach Seaport	2
Employee Conduct	Los Angeles/Long Beach Seaport	7
Fines/Detentions/Penalties/Seizures/duty	Los Angeles/Long Beach Seaport	14
Frequent Searches/One Time Delay	Los Angeles/Long Beach Seaport	37
Internal Affairs	Los Angeles/Long Beach Seaport	1
Non Responsive To Letter/Email/Request	Los Angeles/Long Beach Seaport	3
Poor staffing/long lines	Los Angeles/Long Beach Seaport	1
Procedure/Policy	Los Angeles/Long Beach Seaport	23
Report Something / Tips	Los Angeles/Long Beach Seaport	3
Search Authority	Los Angeles/Long Beach Seaport	2
Frequent Searches/One Time Delay	Multiple Ports	3
Compliments	Ontario Airport	2
Denied Entry/Enrollment/Revoked	Ontario Airport	1
Procedure/Policy	Ontario Airport	1
Frequent Searches/One Time Delay	Philadelphia	1
Employee Conduct	Port Hueneme	2
Procedure/Policy	Port Hueneme	1
Total		765

Dist Field Office: Miami

Employee Conduct	Florida	1
Fines/Detentions/Penalties/Seizures/duty	Florida	1
Employee Conduct	Key West	2
Fines/Detentions/Penalties/Seizures/duty	Key West	1
Automated Programs not working	Miami Intl Airport	1
Compliments	Miami Intl Airport	34
Congressional	Miami Intl Airport	1
Damaged/Lost Goods	Miami Intl Airport	13
Denied Entry/Enrollment/Revoked	Miami Intl Airport	18
Discrimination	Miami Intl Airport	7
Employee Conduct	Miami Intl Airport	218
Facility Condition	Miami Intl Airport	1
Fines/Detentions/Penalties/Seizures/duty	Miami Intl Airport	28
Frequent Searches/One Time Delay	Miami Intl Airport	179
Internal Affairs	Miami Intl Airport	4
Non Responsive To Letter/Email/Request	Miami Intl Airport	14
Poor staffing/long lines	Miami Intl Airport	49
Procedure/Policy	Miami Intl Airport	62
Report Something / Tips	Miami Intl Airport	15
Search Authority	Miami Intl Airport	40
Survey	Miami Intl Airport	1
Compliments	Miami Seaport	4
Denied Entry/Enrollment/Revoked	Miami Seaport	2
Discrimination	Miami Seaport	2
Employee Conduct	Miami Seaport	26
Fines/Detentions/Penalties/Seizures/duty	Miami Seaport	6

Frequent Searches/One Time Delay	Miami Seaport	17
Non Responsive To Letter/Email/Request	Miami Seaport	3
Poor staffing/long lines	Miami Seaport	3
Procedure/Policy	Miami Seaport	14
Report Something / Tips	Miami Seaport	1
Search Authority	Miami Seaport	6
Fines/Detentions/Penalties/Seizures/duty	Multiple Ports	1
Frequent Searches/One Time Delay	Multiple Ports	12
Compliments	Port Everglades / Fort Lauderdale	16
Damaged/Lost Goods	Port Everglades / Fort Lauderdale	1
Discrimination	Port Everglades / Fort Lauderdale	1
Employee Conduct	Port Everglades / Fort Lauderdale	58
Facility Condition	Port Everglades / Fort Lauderdale	2
Fines/Detentions/Penalties/Seizures/duty	Port Everglades / Fort Lauderdale	6
Frequent Searches/One Time Delay	Port Everglades / Fort Lauderdale	28
Internal Affairs	Port Everglades / Fort Lauderdale	2
Non Responsive To Letter/Email/Request	Port Everglades / Fort Lauderdale	3
Poor staffing/long lines	Port Everglades / Fort Lauderdale	29
Procedure/Policy	Port Everglades / Fort Lauderdale	27
Report Something / Tips	Port Everglades / Fort Lauderdale	5
Search Authority	Port Everglades / Fort Lauderdale	8
Automated Programs not working	West Palm Beach	1
Compliments	West Palm Beach	3
Employee Conduct	West Palm Beach	4
Fines/Detentions/Penalties/Seizures/duty	West Palm Beach	1
Frequent Searches/One Time Delay	West Palm Beach	2
Poor staffing/long lines	West Palm Beach	2
Procedure/Policy	West Palm Beach	6
Report Something / Tips	West Palm Beach	2
Search Authority	West Palm Beach	2
Total		996

Dist Field Office: New Orleans

Report Something / Tips	Alabama	1
	Arkansas	1
Procedure/Policy	Baton Rouge	1
Employee Conduct	Gulfport	1
Report Something / Tips	Honolulu Intl Airport	1
	Louisiana	2
Compliments	Memphis	1
Damaged/Lost Goods	Memphis	1
Employee Conduct	Memphis	1
Report Something / Tips	Mississippi	1
Employee Conduct	Mobile (Including Theodore)	1
Procedure/Policy	Mobile (Including Theodore)	1
Employee Conduct	Multiple Ports	1
Damaged/Lost Goods	New Orleans	1
Employee Conduct	New Orleans	1
Procedure/Policy	New Orleans	1
	Yuma	1
Total		18

Dist Field Office: New York

Employee Conduct	Atlantic City UAF	1
Automated Programs not working	John F. Kennedy Intl Airport	1
Compliments	John F. Kennedy Intl Airport	73
Congressional	John F. Kennedy Intl Airport	6
Damaged/Lost Goods	John F. Kennedy Intl Airport	10
Denied Entry/Enrollment/Revoked	John F. Kennedy Intl Airport	27
Discrimination	John F. Kennedy Intl Airport	5
Employee Conduct	John F. Kennedy Intl Airport	180
Facility Condition	John F. Kennedy Intl Airport	3
Fines/Detentions/Penalties/Seizures/duty	John F. Kennedy Intl Airport	30
Frequent Searches/One Time Delay	John F. Kennedy Intl Airport	124
Internal Affairs	John F. Kennedy Intl Airport	6
Non Responsive To Letter/Email/Request	John F. Kennedy Intl Airport	8
Poor staffing/long lines	John F. Kennedy Intl Airport	59
Procedure/Policy	John F. Kennedy Intl Airport	53
Report Something / Tips	John F. Kennedy Intl Airport	38
Search Authority	John F. Kennedy Intl Airport	16
Frequent Searches/One Time Delay	Multiple Ports	8
	New Jersey	1
Procedure/Policy	New Jersey	2
Report Something / Tips	New Jersey	13
Frequent Searches/One Time Delay	New York	1
Compliments	New York / Newark	10
Damaged/Lost Goods	New York / Newark	2
Denied Entry/Enrollment/Revoked	New York / Newark	2
Employee Conduct	New York / Newark	26
Fines/Detentions/Penalties/Seizures/duty	New York / Newark	3
Frequent Searches/One Time Delay	New York / Newark	20
Non Responsive To Letter/Email/Request	New York / Newark	1
Poor staffing/long lines	New York / Newark	4
Procedure/Policy	New York / Newark	11
Report Something / Tips	New York / Newark	6
Search Authority	New York / Newark	2
Denied Entry/Enrollment/Revoked	Peace Arch	1
Total		753

Dist Field Office: Pre-Clearance

Employee Conduct	Baltimore	1
Report Something / Tips	Detroit	1
	St. Thomas - Charlotte Amalie	1
Total		3

Dist Field Office: San Diego

Denied Entry/Enrollment/Revoked	Andrade	1
Employee Conduct	Andrade	10
Facility Condition	Andrade	1
Frequent Searches/One Time Delay	Andrade	4
Internal Affairs	Andrade	1
Procedure/Policy	Andrade	2
Search Authority	Andrade	2

Compliments	Calexico East	3
Damaged/Lost Goods	Calexico East	2
Denied Entry/Enrollment/Revoked	Calexico East	3
Employee Conduct	Calexico East	32
Facility Condition	Calexico East	1
Fines/Detentions/Penalties/Seizures/duty	Calexico East	4
Frequent Searches/One Time Delay	Calexico East	44
Internal Affairs	Calexico East	3
Non Responsive To Letter/Email/Request	Calexico East	2
Poor staffing/long lines	Calexico East	3
Procedure/Policy	Calexico East	6
Report Something / Tips	Calexico East	6
Search Authority	Calexico East	5
Compliments	Calexico West	3
Damaged/Lost Goods	Calexico West	2
Discrimination	Calexico West	1
Employee Conduct	Calexico West	34
Fines/Detentions/Penalties/Seizures/duty	Calexico West	1
Frequent Searches/One Time Delay	Calexico West	33
Internal Affairs	Calexico West	2
Poor staffing/long lines	Calexico West	6
Procedure/Policy	Calexico West	4
Search Authority	Calexico West	6
Compliments	California	1
Frequent Searches/One Time Delay	California	1
	Multiple Ports	3
Compliments	Otay Mesa	16
Damaged/Lost Goods	Otay Mesa	3
Denied Entry/Enrollment/Revoked	Otay Mesa	5
Discrimination	Otay Mesa	4
Employee Conduct	Otay Mesa	93
Facility Condition	Otay Mesa	1
Fines/Detentions/Penalties/Seizures/duty	Otay Mesa	5
Frequent Searches/One Time Delay	Otay Mesa	29
Non Responsive To Letter/Email/Request	Otay Mesa	3
Poor staffing/long lines	Otay Mesa	22
Procedure/Policy	Otay Mesa	13
Report Something / Tips	Otay Mesa	5
Search Authority	Otay Mesa	7
Compliments	San Diego	4
Denied Entry/Enrollment/Revoked	San Diego	4
Discrimination	San Diego	2
Employee Conduct	San Diego	11
Fines/Detentions/Penalties/Seizures/duty	San Diego	13
Frequent Searches/One Time Delay	San Diego	12
Internal Affairs	San Diego	2
Poor staffing/long lines	San Diego	2
Procedure/Policy	San Diego	7
Report Something / Tips	San Diego	6
Search Authority	San Diego	3
Compliments	San Ysidro	38
Congressional	San Ysidro	3

Damaged/Lost Goods	San Ysidro	17
Denied Entry/Enrollment/Revoked	San Ysidro	19
Discrimination	San Ysidro	5
Employee Conduct	San Ysidro	188
Facility Condition	San Ysidro	9
Fines/Detentions/Penalties/Seizures/duty	San Ysidro	14
Frequent Searches/One Time Delay	San Ysidro	88
Internal Affairs	San Ysidro	7
Non Responsive To Letter/Email/Request	San Ysidro	5
Poor staffing/long lines	San Ysidro	110
Procedure/Policy	San Ysidro	38
Report Something / Tips	San Ysidro	25
Search Authority	San Ysidro	18
Compliments	Tecate	3
Damaged/Lost Goods	Tecate	2
Denied Entry/Enrollment/Revoked	Tecate	2
Employee Conduct	Tecate	18
Facility Condition	Tecate	1
Fines/Detentions/Penalties/Seizures/duty	Tecate	1
Frequent Searches/One Time Delay	Tecate	4
Poor staffing/long lines	Tecate	87
Procedure/Policy	Tecate	1
Report Something / Tips	Tecate	2
	Yuma	1
Total		1210

Dist Field Office: San Francisco

Employee Conduct	Fresno	1
Frequent Searches/One Time Delay	Fresno	1
Report Something / Tips	Fresno	1
Denied Entry/Enrollment/Revoked	Guam	2
Employee Conduct	Guam	3
Frequent Searches/One Time Delay	Guam	3
Poor staffing/long lines	Guam	1
Procedure/Policy	Guam	7
Report Something / Tips	Guam	1
Employee Conduct	Hawaii	3
Procedure/Policy	Hawaii	1
Report Something / Tips	Hawaii	1
Denied Entry/Enrollment/Revoked	Honolulu	1
Frequent Searches/One Time Delay	Honolulu	1
Procedure/Policy	Honolulu	1
Compliments	Honolulu Intl Airport	3
Employee Conduct	Honolulu Intl Airport	2
Frequent Searches/One Time Delay	Honolulu Intl Airport	1
Report Something / Tips	Monterey	1
Frequent Searches/One Time Delay	Multiple Ports	2
Facility Condition	Sacramento	1
Frequent Searches/One Time Delay	Sacramento	2
Report Something / Tips	Sacramento	1
Search Authority	Sacramento	1
Compliments	Salt Lake City	1

Employee Conduct	Salt Lake City	4
Non Responsive To Letter/Email/Request	Salt Lake City	1
Report Something / Tips	Salt Lake City	1
Denied Entry/Enrollment/Revoked	San Francisco	1
Employee Conduct	San Francisco	12
Fines/Detentions/Penalties/Seizures/duty	San Francisco	5
Frequent Searches/One Time Delay	San Francisco	7
Internal Affairs	San Francisco	1
Non Responsive To Letter/Email/Request	San Francisco	1
Poor staffing/long lines	San Francisco	3
Procedure/Policy	San Francisco	11
Report Something / Tips	San Francisco	5
Search Authority	San Francisco	1
Compliments	San Francisco Intl Airport	28
Damaged/Lost Goods	San Francisco Intl Airport	3
Denied Entry/Enrollment/Revoked	San Francisco Intl Airport	6
Discrimination	San Francisco Intl Airport	5
Employee Conduct	San Francisco Intl Airport	95
Fines/Detentions/Penalties/Seizures/duty	San Francisco Intl Airport	7
Frequent Searches/One Time Delay	San Francisco Intl Airport	42
Non Responsive To Letter/Email/Request	San Francisco Intl Airport	5
Poor staffing/long lines	San Francisco Intl Airport	34
Procedure/Policy	San Francisco Intl Airport	21
Report Something / Tips	San Francisco Intl Airport	19
Search Authority	San Francisco Intl Airport	7
Denied Entry/Enrollment/Revoked	San Jose International Airport	1
Discrimination	San Jose International Airport	1
Employee Conduct	San Jose International Airport	7
Frequent Searches/One Time Delay	San Jose International Airport	3
Poor staffing/long lines	San Jose International Airport	3
Report Something / Tips	San Jose International Airport	1
Total		384

Dist Field Office: San Juan

Employee Conduct	Aguadilla	1
Damaged/Lost Goods	Luis Munoz Marin Intl Airport	2
Employee Conduct	Luis Munoz Marin Intl Airport	2
Frequent Searches/One Time Delay	Luis Munoz Marin Intl Airport	3
Compliments	Puerto Rico	1
Denied Entry/Enrollment/Revoked	Puerto Rico	2
Fines/Detentions/Penalties/Seizures/duty	Puerto Rico	1
Procedure/Policy	Puerto Rico	1
Report Something / Tips	Puerto Rico	1
Employee Conduct	Saint Croix	1
Non Responsive To Letter/Email/Request	Saint Croix	1
Compliments	San Juan Seaport	1
Discrimination	San Juan Seaport	1
Employee Conduct	San Juan Seaport	1
Fines/Detentions/Penalties/Seizures/duty	San Juan Seaport	1
Frequent Searches/One Time Delay	San Juan Seaport	1
Procedure/Policy	San Juan Seaport	2
Search Authority	San Juan Seaport	1

Compliments	St. Croix - Frederiksted	1
Employee Conduct	St. Croix - Frederiksted	1
Compliments	St. John - Cruz Bay	1
Employee Conduct	St. John - Cruz Bay	1
Internal Affairs	St. John - Cruz Bay	1
Employee Conduct	St. Thomas - Charlotte Amalie	3
Frequent Searches/One Time Delay	St. Thomas - Charlotte Amalie	1
Compliments	Virgin Islands	1
Frequent Searches/One Time Delay	Virgin Islands	1
Procedure/Policy	Virgin Islands	1
Total		36

Dist Field Office: Seattle

Frequent Searches/One Time Delay	Baudette	1
Compliments	Blaine	16
Congressional	Blaine	1
Damaged/Lost Goods	Blaine	2
Denied Entry/Enrollment/Revoked	Blaine	4
Discrimination	Blaine	1
Employee Conduct	Blaine	20
Fines/Detentions/Penalties/Seizures/duty	Blaine	1
Frequent Searches/One Time Delay	Blaine	6
Poor staffing/long lines	Blaine	4
Procedure/Policy	Blaine	10
Report Something / Tips	Blaine	5
Search Authority	Blaine	4
Employee Conduct	Chief Mountain	1
Compliments	Del Bonita	1
Employee Conduct	Del Bonita	1
Denied Entry/Enrollment/Revoked	Dunseith	1
Fines/Detentions/Penalties/Seizures/duty	Dunseith	1
Compliments	Eastport	4
Discrimination	Eastport	1
Employee Conduct	Eastport	7
Fines/Detentions/Penalties/Seizures/duty	Eastport	1
Procedure/Policy	Eastport	1
Search Authority	Eastport	1
Employee Conduct	Fortuna	1
Compliments	Grand Portage	2
Employee Conduct	Grand Portage	4
Denied Entry/Enrollment/Revoked	Great Falls	1
Fines/Detentions/Penalties/Seizures/duty	Great Falls	1
Procedure/Policy	International Falls	1
Compliments	International Falls - Rainer	1
Employee Conduct	International Falls - Rainer	1
Fines/Detentions/Penalties/Seizures/duty	International Falls - Rainer	1
Employee Conduct	Lancaster	1
	Montana	2
Report Something / Tips	Montana	1
Frequent Searches/One Time Delay	Multiple Ports	1
Non Responsive To Letter/Email/Request	Multiple Ports	1
Frequent Searches/One Time Delay	North Dakota	1

Report Something / Tips	North Dakota	1
Compliments	Oroville Area Port	2
Denied Entry/Enrollment/Revoked	Oroville Area Port	1
Employee Conduct	Oroville Area Port	1
Frequent Searches/One Time Delay	Oroville Area Port	1
Damaged/Lost Goods	Orville	1
Denied Entry/Enrollment/Revoked	Orville	1
Employee Conduct	Orville	3
Compliments	Pacific Highway	2
Congressional	Pacific Highway	1
Damaged/Lost Goods	Pacific Highway	1
Denied Entry/Enrollment/Revoked	Pacific Highway	6
Employee Conduct	Pacific Highway	5
Fines/Detentions/Penalties/Seizures/duty	Pacific Highway	1
Frequent Searches/One Time Delay	Pacific Highway	4
Non Responsive To Letter/Email/Request	Pacific Highway	1
Poor staffing/long lines	Pacific Highway	2
Procedure/Policy	Pacific Highway	4
Search Authority	Pacific Highway	1
Damaged/Lost Goods	Peace Arch	1
Denied Entry/Enrollment/Revoked	Peace Arch	9
Discrimination	Peace Arch	1
Employee Conduct	Peace Arch	10
Frequent Searches/One Time Delay	Peace Arch	5
Poor staffing/long lines	Peace Arch	2
Procedure/Policy	Peace Arch	5
Report Something / Tips	Peace Arch	1
Search Authority	Peace Arch	2
Employee Conduct	Peigan	1
Report Something / Tips	Peigan	1
Compliments	Pembina	1
Denied Entry/Enrollment/Revoked	Pembina	2
Employee Conduct	Pembina	2
Fines/Detentions/Penalties/Seizures/duty	Pembina	2
Frequent Searches/One Time Delay	Pembina	1
Procedure/Policy	Pembina	1
Search Authority	Pinecreek	1
Compliments	Portal	2
Denied Entry/Enrollment/Revoked	Portal	1
Employee Conduct	Porthill	2
	Roosville	2
Frequent Searches/One Time Delay	Roosville	2
Internal Affairs	Roosville	1
Employee Conduct	Roseau	1
	Sarles	1
	Scobey	1
Compliments	Seattle	11
Congressional	Seattle	2
Denied Entry/Enrollment/Revoked	Seattle	15
Discrimination	Seattle	1
Employee Conduct	Seattle	46
Facility Condition	Seattle	1

Fines/Detentions/Penalties/Seizures/duty	Seattle	8
Frequent Searches/One Time Delay	Seattle	10
Internal Affairs	Seattle	1
Non Responsive To Letter/Email/Request	Seattle	7
Poor staffing/long lines	Seattle	4
Procedure/Policy	Seattle	17
Report Something / Tips	Seattle	7
Search Authority	Seattle	10
Compliments	Sumas	8
Denied Entry/Enrollment/Revoked	Sumas	16
Employee Conduct	Sumas	19
Fines/Detentions/Penalties/Seizures/duty	Sumas	1
Frequent Searches/One Time Delay	Sumas	3
Non Responsive To Letter/Email/Request	Sumas	1
Poor staffing/long lines	Sumas	3
Procedure/Policy	Sumas	2
Denied Entry/Enrollment/Revoked	Sweetgrass Area Port	5
Employee Conduct	Sweetgrass Area Port	3
Procedure/Policy	Sweetgrass Area Port	1
Compliments	Tacoma	1
Denied Entry/Enrollment/Revoked	Tacoma	1
Employee Conduct	Tacoma	1
Procedure/Policy	Tacoma	1
Employee Conduct	Walhalla	1
	Warroad	7
Internal Affairs	Warroad	1
Procedure/Policy	Warroad	1
Employee Conduct	Whitlash	1
Compliments	Wild Horse	1
Employee Conduct	Willow Creek	1
Total		434

Dist Field Office: Tampa

Employee Conduct	Cape Canaveral	6
Fines/Detentions/Penalties/Seizures/duty	Cape Canaveral	3
Procedure/Policy	Cape Canaveral	3
Search Authority	Cape Canaveral	4
Procedure/Policy	Daytona Beach	1
Automated Programs not working	Fort Myers	1
Compliments	Fort Myers	1
Damaged/Lost Goods	Fort Myers	1
Procedure/Policy	Fort Myers	2
Employee Conduct	Jacksonville	4
Procedure/Policy	Jacksonville	4
Report Something / Tips	Jacksonville	1
Search Authority	Jacksonville	1
Employee Conduct	Melbourne	1
Frequent Searches/One Time Delay	Multiple Ports	1
Compliments	Orlando	10
Damaged/Lost Goods	Orlando	3
Denied Entry/Enrollment/Revoked	Orlando	5
Employee Conduct	Orlando	38

Fines/Detentions/Penalties/Seizures/duty	Orlando	2
Frequent Searches/One Time Delay	Orlando	20
Internal Affairs	Orlando	1
Non Responsive To Letter/Email/Request	Orlando	1
Poor staffing/long lines	Orlando	5
Procedure/Policy	Orlando	4
Report Something / Tips	Orlando	1
Search Authority	Orlando	7
Report Something / Tips	Pensacola	1
Compliments	Sanford	4
Employee Conduct	Sanford	1
Search Authority	Sanford	1
Compliments	Tampa	16
Employee Conduct	Tampa	5
Fines/Detentions/Penalties/Seizures/duty	Tampa	1
Frequent Searches/One Time Delay	Tampa	3
Non Responsive To Letter/Email/Request	Tampa	3
Poor staffing/long lines	Tampa	2
Procedure/Policy	Tampa	6
Report Something / Tips	Tampa	2
Total		176

Dist Field Office: Tucson

Compliments	Albuquerque	1
	Arizona	1
Employee Conduct	Arizona	2
Non Responsive To Letter/Email/Request	Arizona	1
Poor staffing/long lines	Arizona	1
Report Something / Tips	Arizona	4
Employee Conduct	Douglas	2
Fines/Detentions/Penalties/Seizures/duty	Douglas	1
Procedure/Policy	Douglas	1
Compliments	Lewiston Bridge	1
	Lukeville	1
Employee Conduct	Lukeville	1
Frequent Searches/One Time Delay	Lukeville	2
Procedure/Policy	Lukeville	3
Report Something / Tips	Lukeville	1
Compliments	Nogales	39
Congressional	Nogales	1
Damaged/Lost Goods	Nogales	1
Denied Entry/Enrollment/Revoked	Nogales	1
Employee Conduct	Nogales	12
Fines/Detentions/Penalties/Seizures/duty	Nogales	1
Frequent Searches/One Time Delay	Nogales	3
Internal Affairs	Nogales	2
Poor staffing/long lines	Nogales	1
Procedure/Policy	Nogales	1
Report Something / Tips	Nogales	3
Compliments	Phoenix	1
Employee Conduct	Phoenix	2
Fines/Detentions/Penalties/Seizures/duty	Phoenix	1

Procedure/Policy	Phoenix	1
Congressional	San Luis	1
Damaged/Lost Goods	San Luis	1
Employee Conduct	San Luis	12
Fines/Detentions/Penalties/Seizures/duty	San Luis	1
Frequent Searches/One Time Delay	San Luis	8
Poor staffing/long lines	San Luis	3
Procedure/Policy	San Luis	1
Report Something / Tips	San Luis	1
Compliments	Tucson	2
Procedure/Policy	Tucson	1
Denied Entry/Enrollment/Revoked	Yuma	1
Employee Conduct	Yuma	1
Frequent Searches/One Time Delay	Yuma	1
Poor staffing/long lines	Yuma	1
Procedure/Policy	Yuma	1
Total		129